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ILLINOIS COMMERCE COMMISSION

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

ORIGINAL

2008 JUN 27 A 9:00

Madison River Telephone Company, LLC,
Madison River Communications Corp.,
Gallatin River Communications, L.L.C.
and CenturyTel, Inc.

Joint Application for Approval of Transfer
Of Control and Reorganization Pursuant to
Section 7-203 and Section 7-204.

)
) CHIEF CLERK'S OFFICE
)
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Docket 07-0043

ANNUAL SERVICE QUALITY REPORT

Madison River Telephone Company, LLC, Madison River Communications Corp., Gallatin River Communications, L.L.C. and CenturyTel, Inc. file this **ANNUAL SERVICE QUALITY REPORT** pursuant to finding (5)(e) of the Illinois Commerce Commission's Order in Docket 07-0043 issued March 21, 2007.

The attached schedule provides the required service quality results for the 12-month period May 1, 2007 through April 30, 2008. If you have any questions please contact David Rudd at (217)744-2420; or dorudd@aol.com.

DATED this 26th day of June, 2008.

Respectfully submitted,

Madison River Telephone Company, LLC
Madison River Communications, Corp.
Gallatin River Communications, L.L.C.
CenturyTel, Inc.

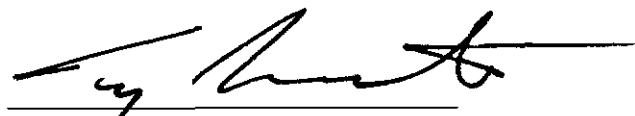
By: 

Ty Lemaster, General Manager

STATE OF ILLINOIS)
) SS
COUNTY OF TAZEWELL)

VERIFICATION

I, Ty Lemaster, being first duly sworn, deposes and states that he is General Manager of Gallatin River Communications L.L.C.; that he has read the above and foregoing Annual Service Quality Report and knows the contents thereof, and that the same are true to the best of his knowledge, information and belief.



Ty Lemaster, General Manager

Subscribed and Sworn to me before me
this 26th day of June, 2008.



Notary Public



| Illinois Commerce Commission Service Objectives - 2007 - 2008 | | | | | | | | | | | | | | | |
|--|--------------------|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------------|
| Requirement | Current Objective | General Objective | May-07 | Jun-07 | Jul-07 | Aug-07 | Sep-07 | Oct-07 | Nov-07 | Dec-07 | Jan-08 | Feb-08 | Mar-08 | Apr-08 | Rolling 12 Month Average |
| Repair Answer Time | 15 seconds or less | Not to exceed 60 seconds | 13 | 16 | 16 | 16 | 17 | 14 | 17 | 12 | 10 | 14 | 14 | 12 | 14.25 |
| Business Office Answer Time (Residential, Business & Financial Services) | 21 seconds or less | Not to exceed 60 seconds | 10 | 16 | 12 | 13 | 12 | 15 | 9 | 20 | 47 | 14 | 15 | 14 | 16.42 |
| Toll & Assistance Answer Time (Provided by the ITA) | 9 seconds or less | 10 seconds or less | 6.10 | 6.00 | 5.30 | 5.90 | 5.20 | 5.70 | 5.30 | 5.80 | 5.2 | 5.8 | 6.2 | * | 5.68** |
| Information Answer Time (Provided by the ITA) | 10 seconds or less | 10 seconds or less | 4.20 | 4.30 | 3.90 | 4.03 | 4.51 | 4.69 | 4.07 | 4.57 | 6.22 | 4.66 | 4.21 | * | 4.49** |
| Restore OOS Trouble <24 hours | 98.55% | 95% | 100.00 | 99.85 | 100.00 | 99.55 | 98.94 | 99.65 | 100.00 | 99.28 | 99.39 | 96.60 | 96.90 | 98.80 | 99.08 |
| Trouble Reports per 100 A/L | 2.86 | 6 | 1.24 | 1.79 | 1.82 | 2.59 | 1.21 | 1.53 | 0.68 | 1.50 | 2.42 | 1.51 | 1.36 | 1.73 | 1.62 |
| Installation requests 5 days or less | 97.80% | 90% | 98.58 | 99.57 | 99.38 | 98.52 | 97.55 | 98.50 | 98.73 | 99.81 | 98.87 | 100.00 | 99.20 | 98.60 | 98.94 |

*Toll & Assistance and Information services are provided by AT&T and AT&T reports the answer time to the ITA several weeks after the end of each quarter. Gallatin will update this report when it receives the answer time information from the ITA.

**This number is based on a Rolling 11 Month Average. Gallatin will update this report when it receives the answer time information from the ITA.

ILLINOIS COMMERCE COMMISSION

(Docket No. 07-0043)

The undersigned certifies that a copy of the Annual Service Quality Report was served upon all parties via U.S. Mail this 26th day of June, 2008:

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Ty Lemaster, General Manager
Gallatin River Communications L.L.C.